contacta

SecuriCom™

SPEECH TRANSFER SYSTEM

SYSTEM MANUAL

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Product Overview

The SecuriCom Speech Transfer System is a two-way intercom specifically designed to aid communications where normal speech is impaired by the use of glass security screens or other similar barriers.

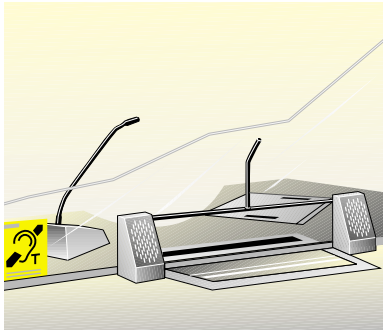
Every system is controlled and powered individually and operates on a stand-alone basis.

Each system comprises a twin-channel audio amplifier, power supply unit, a microphone and speaker for the staff and a microphone and speaker for the customer. The microphone and speaker modules are supplied in various formats to enable the system to be installed in differing locations.

The system operates on an “Open Duplex” basis, i.e. microphones and speakers are live simultaneously, similar to a telephone, with no manual or automatic switching of the voice. This means that clipping of speech is not encountered whilst still allowing users to operate the system “Hands-Free”. Sophisticated electronic circuitry in the amplifier and purpose designed speaker and microphone modules ensure that the risk of acoustic coupling or “Feedback” is kept to a minimum.

Securicom also offers an induction loop facility which is built into the system for users of hearing aids.

SecuriCom is offered either in a system kit format, or as individual modules, thus allowing maximum flexibility to “tailor” systems to individual requirements.

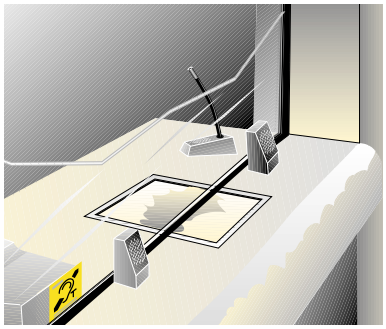


1 Bridge Bar System

Part No.	Amplifier	Power Supply	Staff Unit	Customer Unit
STS-K001	STS-A20	STS-P41 or STS-P42	STS-F70 Staff Unit	STS-B80 Audio Bridge

1a Bridge Bar System with Loop Facility

STS-K001-L	STS-A30	STS-P43	STS-F70 Staff Unit	STS-B80 Audio Bridge Induction Loop IL-E97 Induction Loop Sign

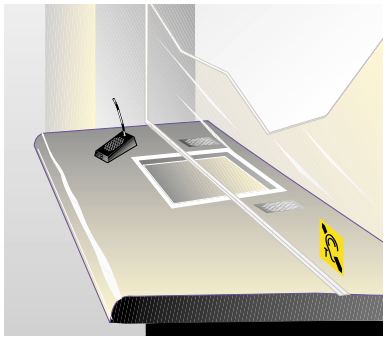


2 Surface Mounting System

Part No.	Amplifier	Power Supply	Staff Unit	Customer Unit
STS-K002	STS-A20	STS-P41 or STS-P42	STS-F70 Staff Unit	STS-M54 Microphone and STS-S60 Speaker

2a Surface Mounting System with Loop Facility

STS-K002-L	STS-A30	STS-P43	STS-F70 Staff Unit	STS-M54 Microphone and STS-S60 Speaker Induction Loop IL-E97 Induction Loop Sign

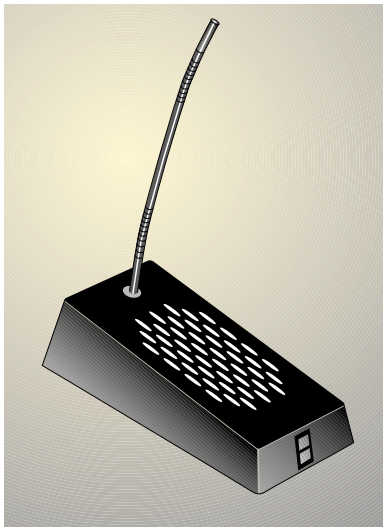


3 Flush Mounting System

Part No.	Amplifier	Power Supply	Staff Unit	Customer Unit
STS-K003	STS-A20	STS-P41 or STS-P42	STS-F70 Staff Unit	STS-M56 Microphone and STS-S61 Speaker

3a Flush Mounting System with Loop Facility

STS-K003-L	STS-A30	STS-P43	STS-F70 Staff Unit	STS-M56 Microphone and STS-S61 Speaker Induction Loop IL-E97 Induction Loop Sign

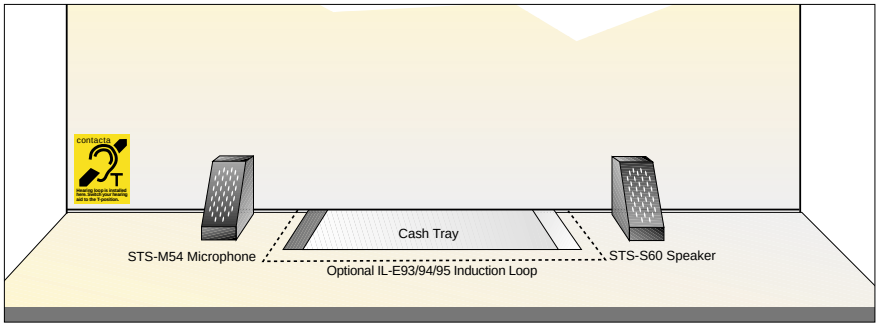


4 Staff Unit (common to all systems)

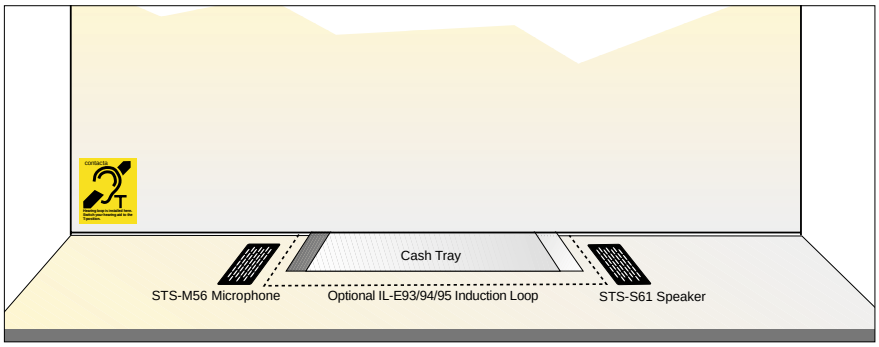
The STS-F70 Staff Unit comprises loudspeaker and close talking gooseneck microphone in one discreet unit. An On/Off button mutes the microphone if required for privacy reasons.

Customer Options

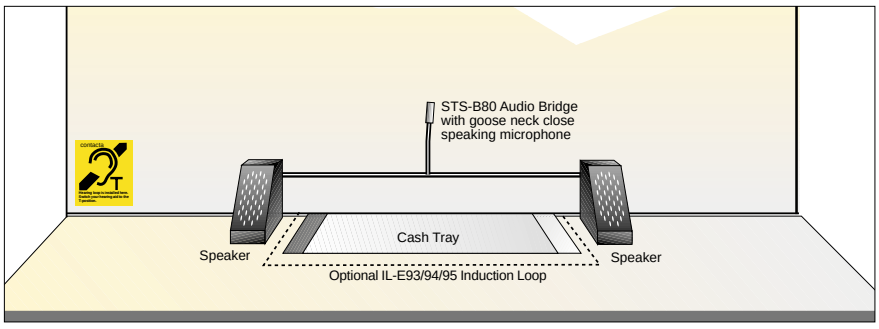
Customer side



Customer's side 1
Surface mounting components
STS-M54 Microphone
and STS-S60 Loud speaker



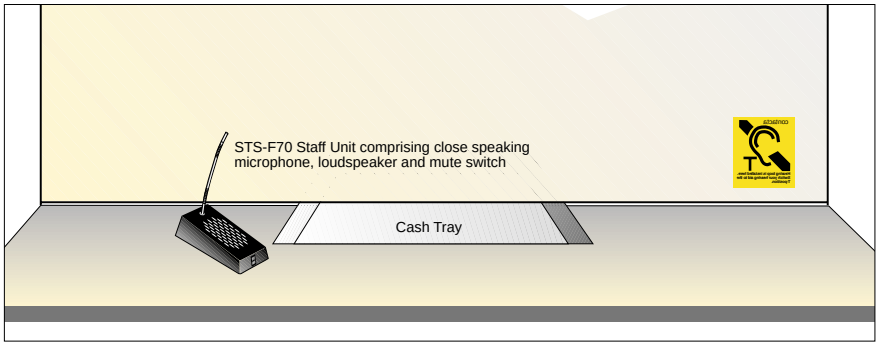
Customer's side 2
Flush mounting components
STS-M56 Microphone
and STS-S61 Loud speaker



Customer's side 3
Surface mounting components
STS-B80 Audio Bridge
Close talking Microphone
and twin Loud speakers

Staff Option

Staff side

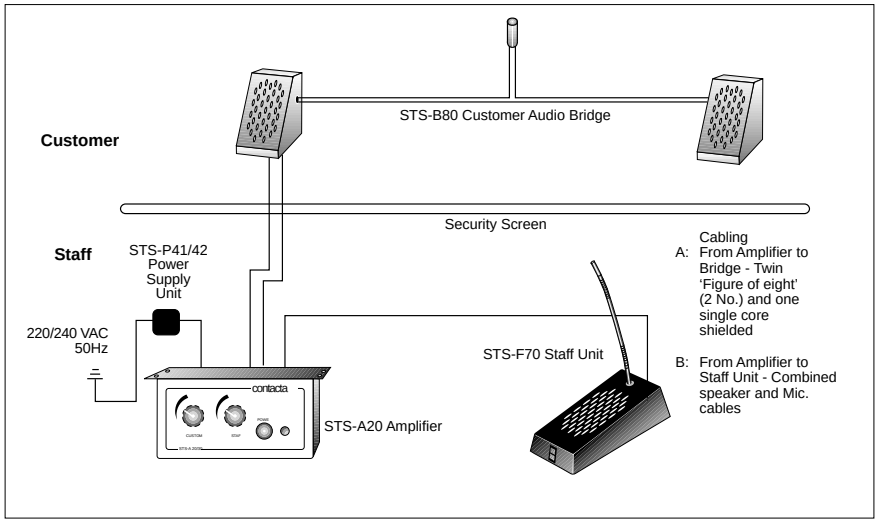


Staff side 1
STS-F70 Staff Unit

1: Bridge Bar System

Customer: Customer Audio Bridge

Staff: Staff Unit

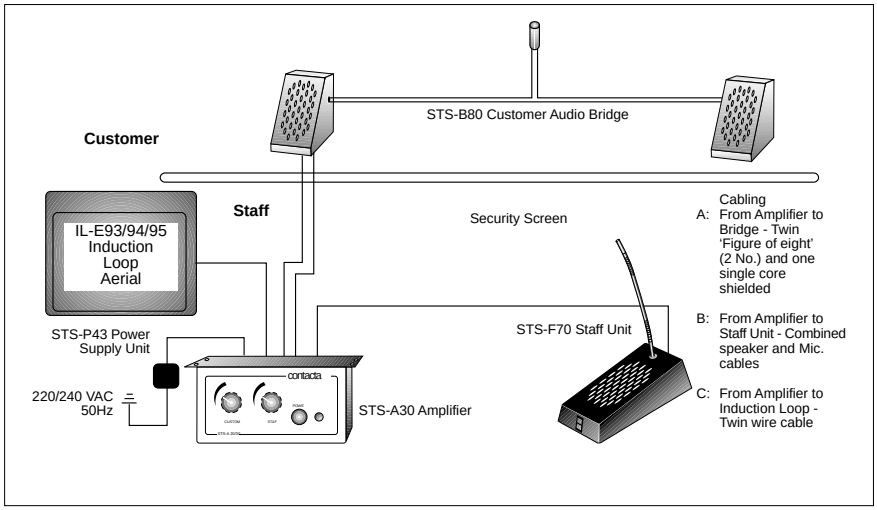


1a: Bridge Bar System with Induction Loop Aerial

Customer: Customer Audio Bridge

Induction Loop Aerial

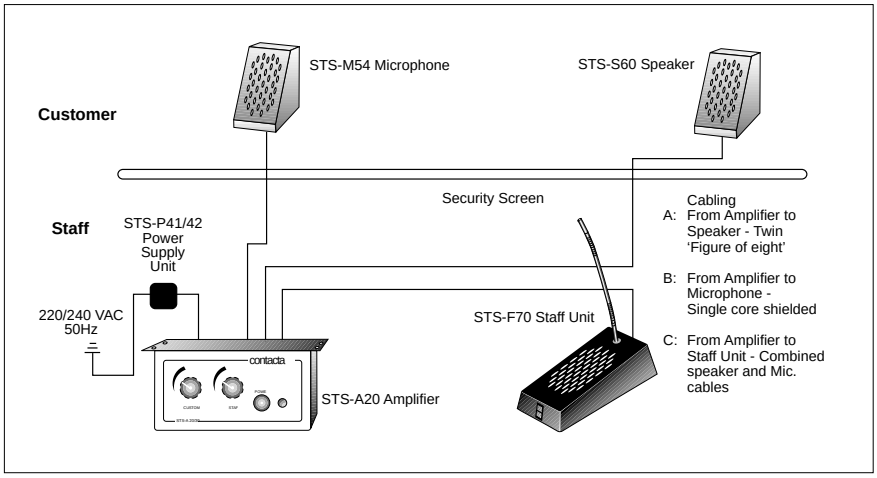
Staff: Staff Unit



2: Surface Mounting System

Customer: Microphone and Speaker

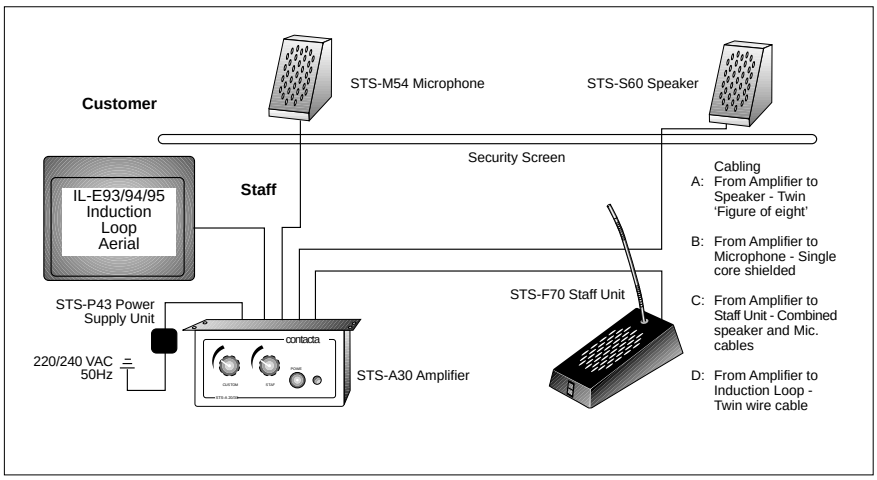
Staff: Staff Unit



2a: Surface Mounting System with Induction Loop Aerial

Customer: Microphone and Speaker
Induction Loop Aerial

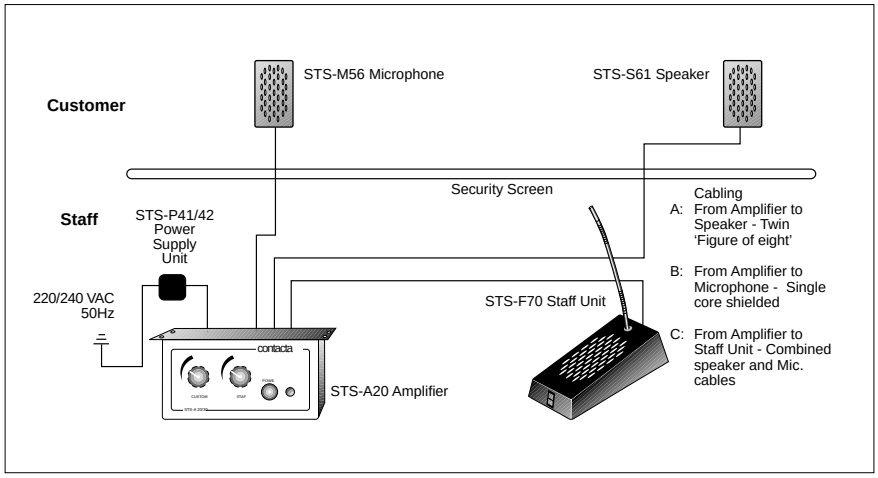
Staff: Staff Unit



3: Flush Mounting System

Customer: Microphone and Speaker

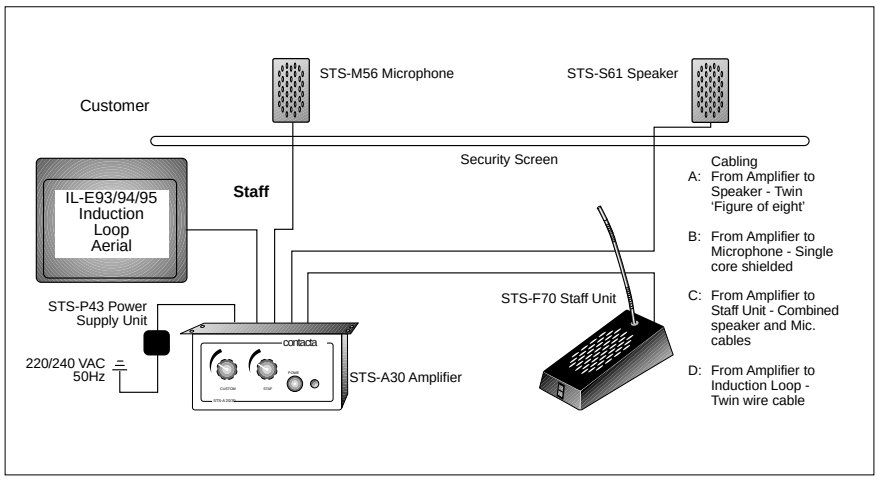
Staff: Staff Unit



3a: Flush Mounting System with Induction Loop Aerial

Customer: Microphone and Speaker Induction Loop Aerial

Staff: Staff Unit



System Components

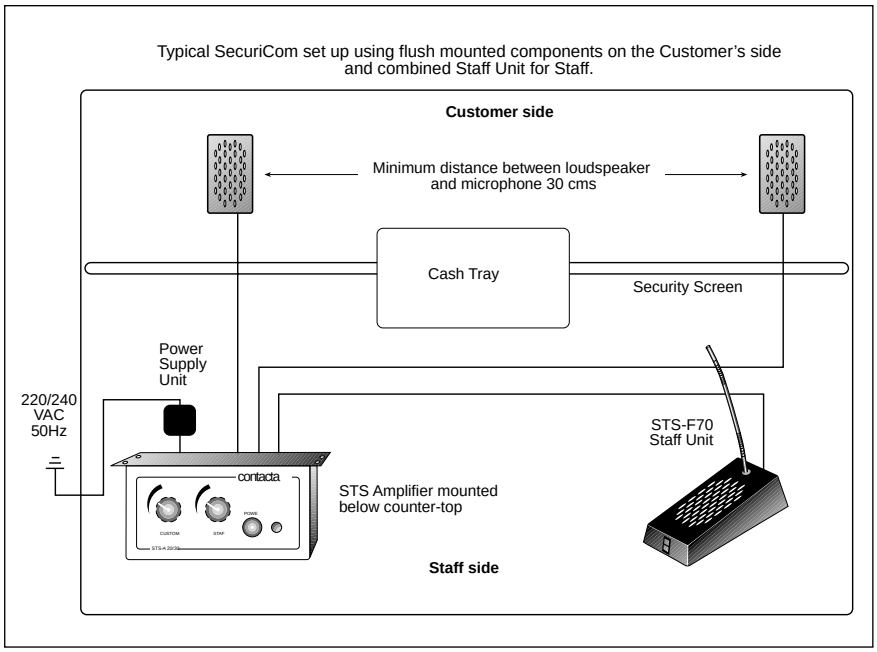
1. STS A20 audio amplifier (or A30 version for loop facility)
2. STS-P41/P42 12V DC power supply (or P43 PSU for loop facility)
3. STS-F70 Staff Unit comprising close speaking microphone and loud speaker
4. A microphone for the Customer
5. A loudspeaker for the Customer
6. Induction Loop Aerial (optional)

N.B. Microphones and Loudspeakers are available in flush or surface mounting formats.

The STS-F70 Staff Unit for the staff side is supplied as standard. An alternative option comprising separate microphones and loudspeakers is also available.

A Customer Audio Bridge with twin surface mounted loudspeakers and a centrally fitted close speaking microphone is available for the Customer's side.

Typical SecuriCom set up using flush mounted components on the Customer's side and combined Staff Unit for Staff.



Siting and Installing the Amplifier

Each SecuriCom system requires one Audio Amplifier (STS-A20 or STS-A30) with its associated Power Supply (STS-P41/42 or STS-P43). The Amplifier connects on a plug and socket basis to other system components via individual cables.

The Amplifier should be mounted on a flat surface within close proximity to the other system components and conveniently to hand for the operator. For example, on the staff side under the desk-top or counter-top would be suitable. Ensure there is also access to the Microphone and Induction Loop gain controls located on the side of the amplifier and also to the rear connection sockets before fixing. Twin flanges each with two screw holes are formed at the top of the amplifier housing.These are used to fix the amplifier under the counter top with small self tapping screws.. The Amplifier housing need not be opened as all connections are external.

Siting and Installing Microphones and Speakers

Customer Microphones and Loud Speakers may be flush or surface mounted depending on individual requirements. See following pages for fitting instructions. Surface mounted components are best sited at the junction between the counter-top and the glass partition. For best performance, the Microphone should be mounted at least 30 centimetres away from the Loudspeaker. Each component comes with a 3 metre lead and two-way plug. It is advisable to remove the plug before fixing as this enables a neater installation to be achieved using smaller diameter holes through which to feed the cables. However, the cables and plugs must be re-connected correctly or the system will not operate. If in doubt, identify and mark the wires before disconnecting the plug(s).

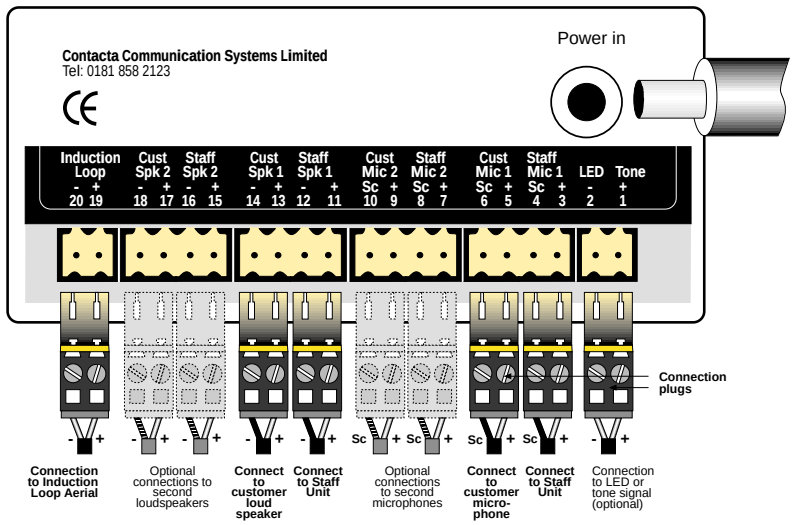
Siting and Installing the Staff Unit

The STS-F70 Staff Unit is a self standing module for the Staff Side. It should be placed conveniently on the counter top so the cashier can hear the loudspeaker and talk into the gooseneck microphone to the customer. The microphone is of the close talking type so background noise is not picked up. A 'Mute' switch is located on the front of the Staff Unit. In the absence of a cable port, a suitably sized hole should be drilled into the counter top at the rear of the Staff Unit to take the reinforced cable. Disconnect the 2 two-way plugs before introducing the cables for a neater installation. Ensure these are re-connected correctly or the system will not operate.

Amplifier Connections

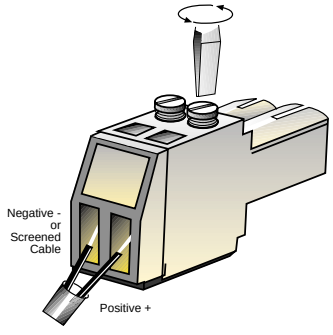
1 LED/Tone (+)
2 LED/Tone (-)
3 Staff Unit Mic 1 (+)
4 Staff Unit Mic 1 (screen)
5 Customer Mic 1 (+)
6 Customer Mic 1 (screen)
7 Staff Mic 2 (+)
8 Staff Mic 2 (screen)
9 Customer Mic 2 (+)
10 Customer Mic 2 (screen)
11 Staff Unit Speaker (+)
12 Staff Unit Speaker (-)
13 Customer Speaker 1 (+)
14 Customer Speaker 1 (-)
15 Staff Speaker 2 (+)
16 Staff Speaker 2 (-)
17 Customer Speaker 2 (+)
18 Customer Speaker 2 (-)
19 Induction Loop Aerial (+)
20 Induction Loop Aerial (-)

Rear of Amplifier showing two-way connections for components



Connecting Components to the Amplifier

Each component (Microphone, Loudspeaker, Staff Unit or Induction Loop) comes fitted with two-way connection plug(s) which locate into the appropriate socket(s) at the rear of the Amplifier. The plugs connect to the cables by screw terminal connections so cables can be removed and fed through small, neat apertures for an unobtrusive, discrete installation. However, the cables and plugs must be re-connected correctly or the system will not operate. If in doubt, mark the wires before disconnecting the plug(s). If there is a suitable cable port on the cashiers side, the Staff Unit cables can be diverted through this without the need to remove and re-connect the 2 two-way plugs.



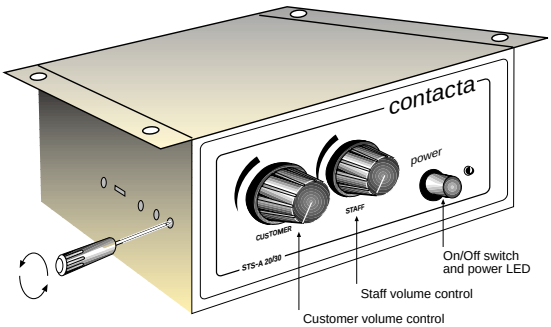
Enlarged drawing of two-way plug that connects components to the rear of the amplifier

Controls

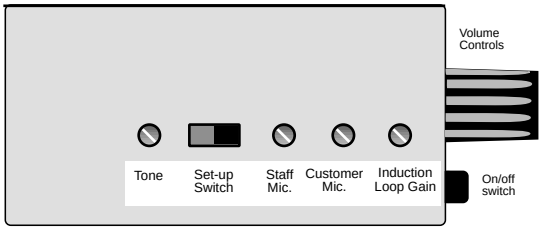
Controls are provided on the front of the Amplifier. The latching push switch marked 'power' switches the unit on or off, a red LED indicates when the unit is on. Two rotary volume controls marked 'customer' and 'staff' adjust output from the loudspeakers. The volume of the system may be adjusted by turning the rotary volume controls clockwise (to increase the level of sound) or anticlockwise (to decrease the level of sound).

Adjusting the System

Controls for adjusting the microphone gains are located along one side of the amplifier. Please note these are factory set prior to despatch and should require no adjustment unless exceptional audio conditions are encountered. To increase or decrease the gain on either the Customer's Microphone or the Staff Microphone, first make sure that both volume controls on the front of the amplifier are turned fully clockwise for maximum volume. Then turn the appropriate gain potentiometer clockwise (to increase gain) or anticlockwise (to decrease gain) using the trim tool supplied. Substantial changes in the audio levels can be achieved by relatively minor adjustments of the gain controls. Should feedback occur whilst making adjustments, turn the gain controls anticlockwise until the feedback disappears and the desired sound level obtained. The set-up switch is factory set and should not be altered.



Adjustments can be made to speech and induction loop outputs by the additional potentiometers located on the side of the amplifier



Side view of the Securicom Amplifier showing potentiometers for adjusting gains on the Microphones and the Induction Loop Aerial

Induction Loop Facility

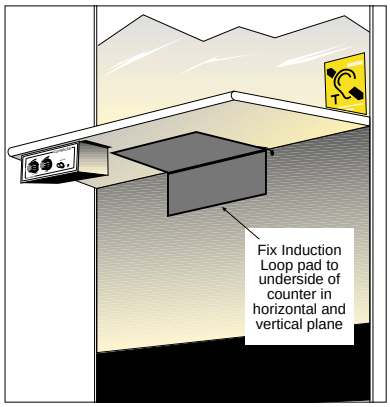
If the SecuriCom System has been supplied with optional Induction Loop Facility, the package will contain an STS A30 audio amplifier, a P43 Power Supply Unit, a suitable Induction Loop Aerial, (either IL-E93, IL-E94 or IL-E95) and a self adhesive yellow induction loop sign (IL-E97). The principle of the system is to transmit sound via an electro-magnetic field which is picked up and amplified by a tele-coil fitted inside customers' hearing aids.

Correct positioning of the Induction Loop Aerial is critical to ensure the loop performs to its full potential. It should be fixed under the desk-top or counter centrally so customers wearing hearing aids receive the signal. In the case of the IL-E94 (Loop Pad Aerial), for best results, this can be folded so that half is mounted horizontally under the counter and the other half mounted vertically, facing the customer. Make sure that the Induction Loop self adhesive yellow sticker is displayed in a prominent position.

The Induction Loop Aerial connects to terminals 19 and 20 on the Amplifier using the appropriate plug and socket.

Adjusting the Induction loop facility

The control for adjusting the Induction Loop gain is located on the side of the amplifier and output may be adjusted by using the trim tool and an induction loop tester. Turn the gain potentiometer clockwise (to increase gain) or anticlockwise (to decrease gain).



Bridge Bar System STS-K001
STS-B80 Audio Bridge
STS-F70 Combined Staff Unit

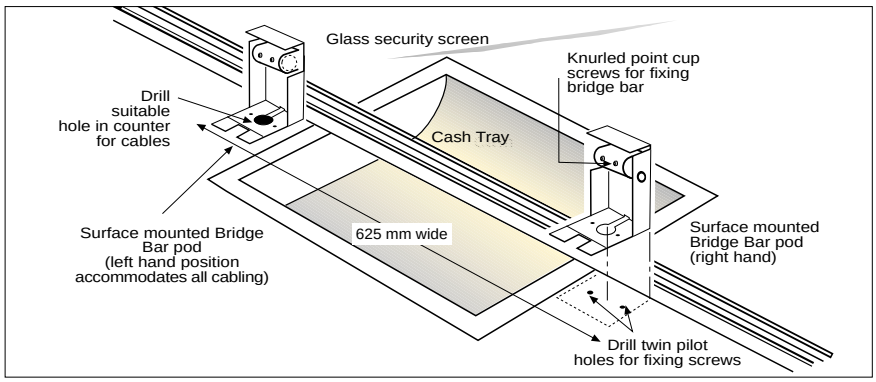


Figure 1

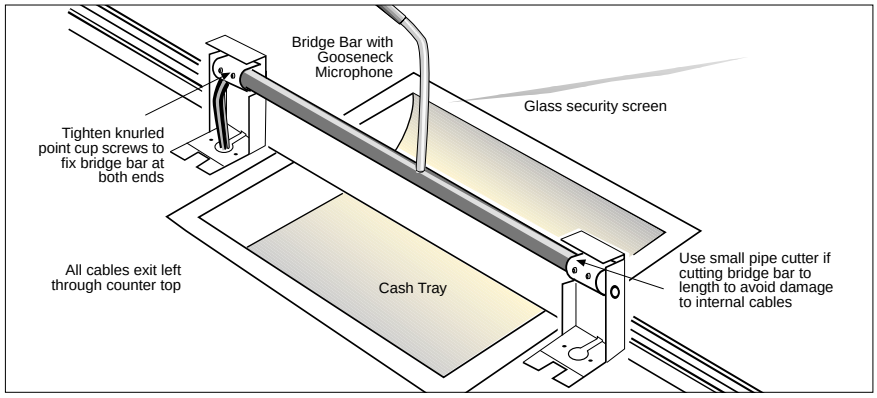


Figure 2

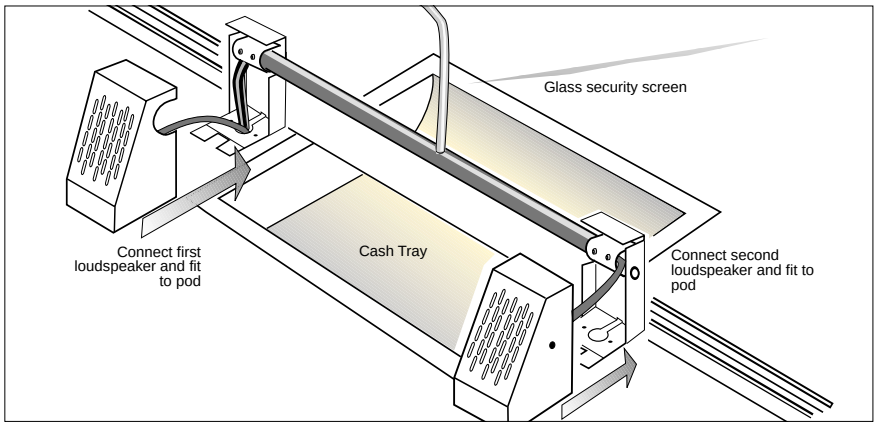


Figure 3

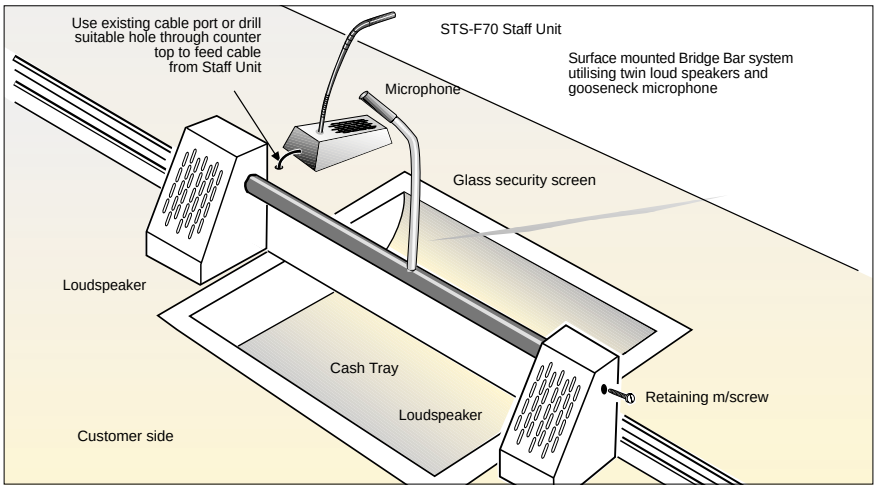
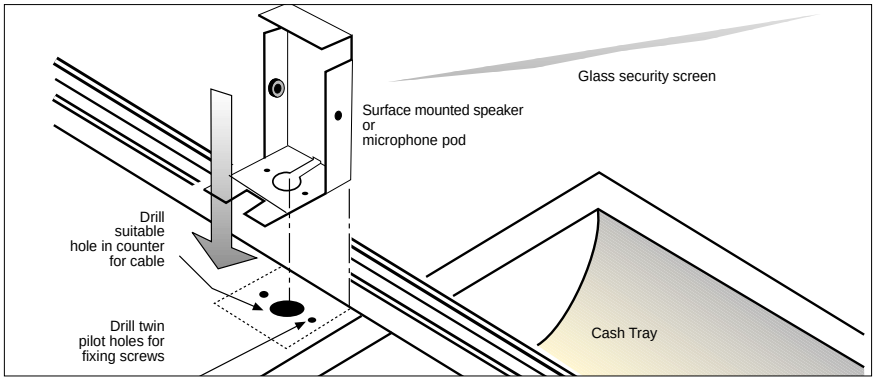


Figure 4

Surface Mounting STS-K002
STS-M54 Microphone
STS-S60 Speaker
STS-F70 Combined Staff Unit



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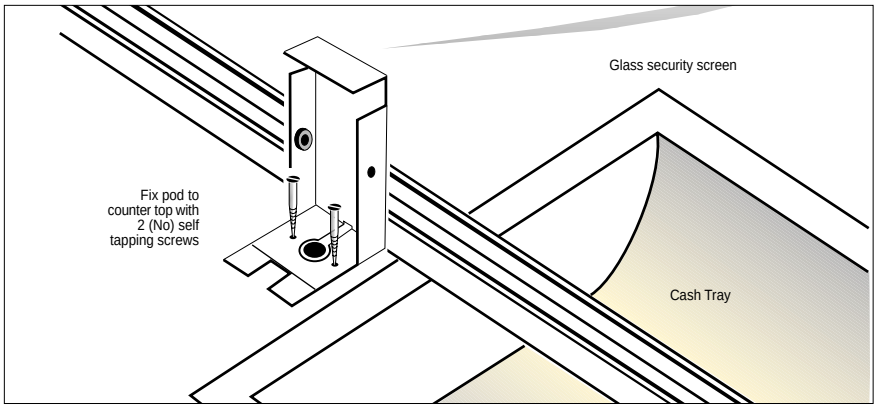

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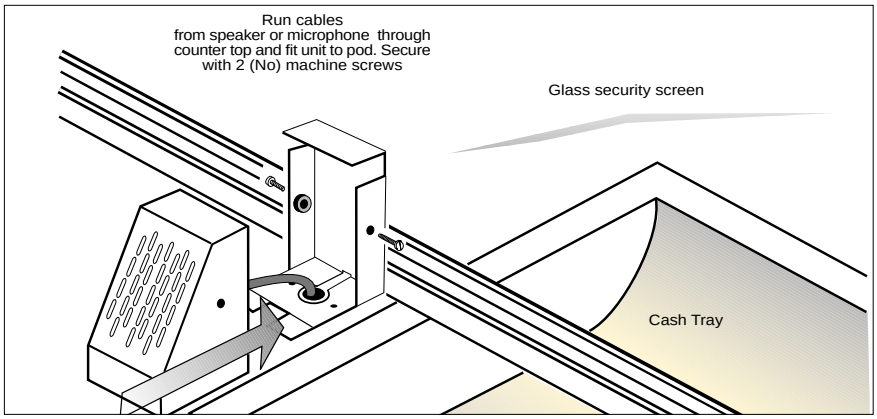

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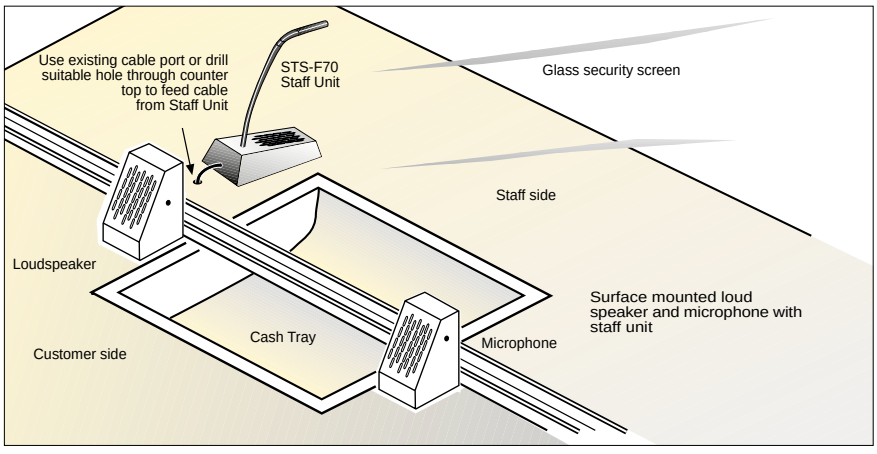
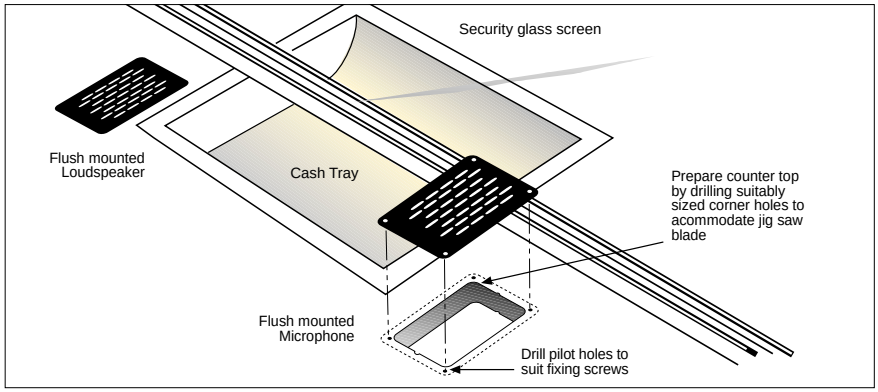


Figure 4

Flush Mounting STS-K003
STS-M56 Microphone
STS-S61 Speaker
STS-F70 Combined Staff Unit



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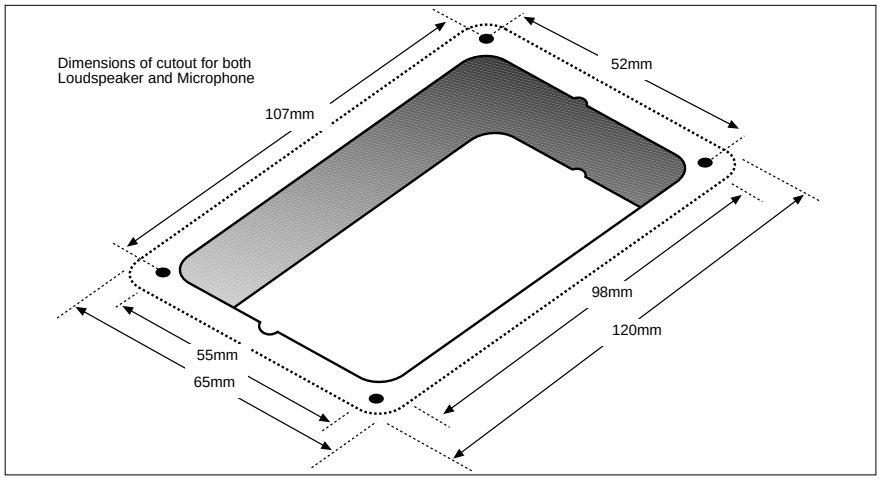

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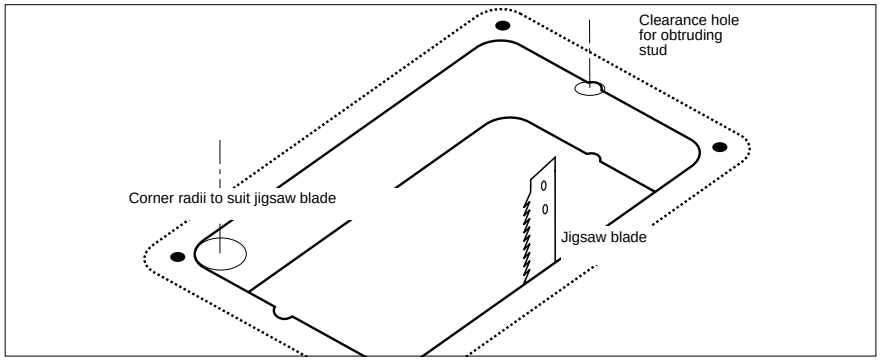

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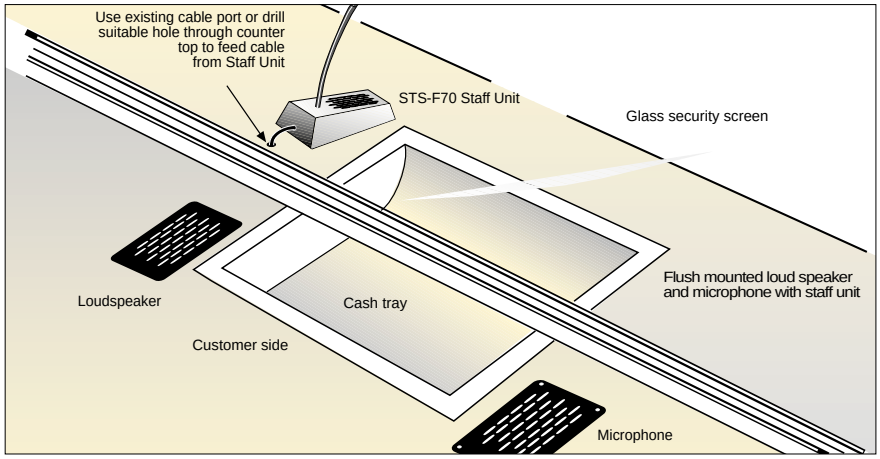
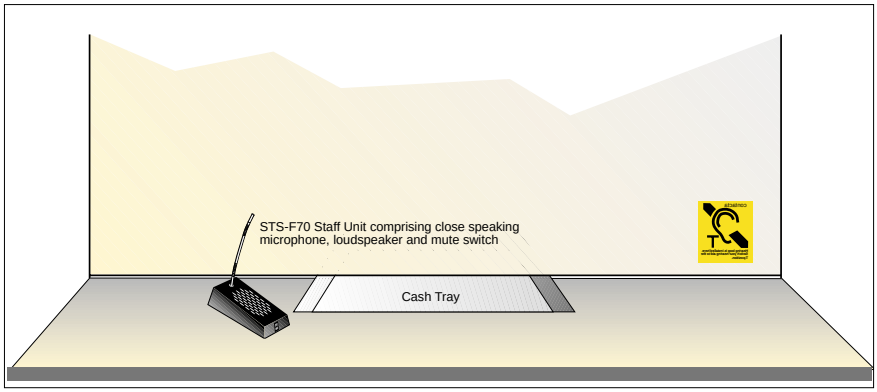


Figure 4

Staff Unit
STS-F70 Combined
Microphone
andSpeaker



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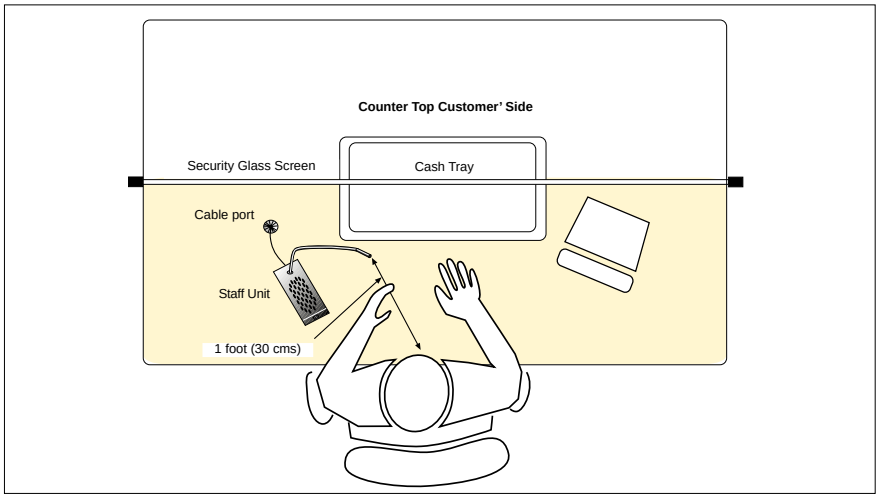


Figure 2

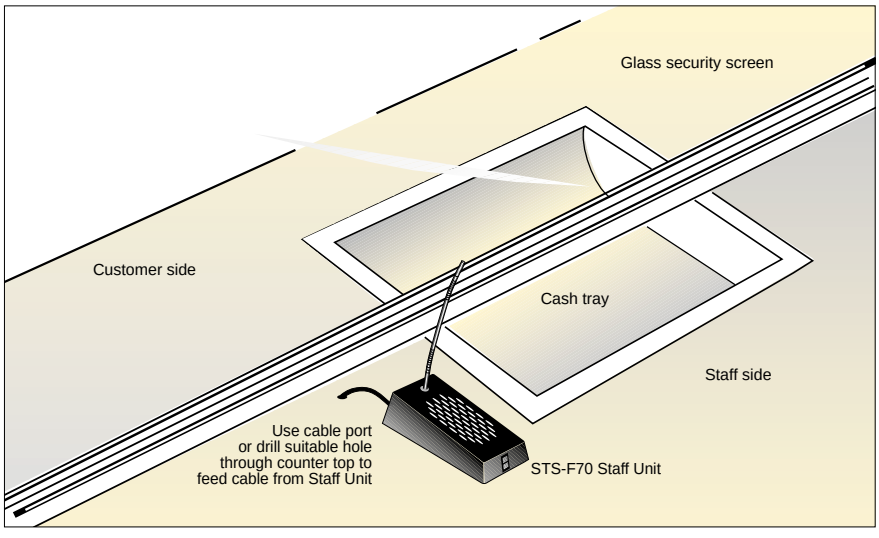
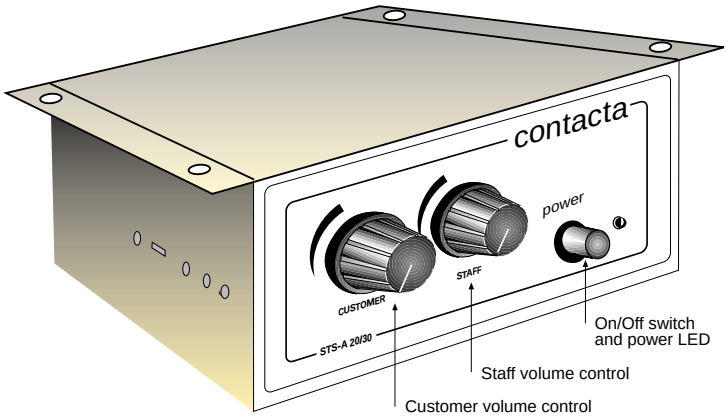


Figure 3

Operating Instructions



The SecuriCom Amplifier showing controls

- Switch the system “ON” by depressing the black push-button on the front of the amplifier which is usually located under the counter. A red light, or L.E.D., will light up signifying that the system is “ON”.

- Position the Staff Unit so that the gooseneck microphone is approximately 1 foot (30cms) from your head. Face the microphone and speak normally from your usual seating position.

- To increase the volume of the speech level you hear on the staff side, turn the rotary control marked “STAFF” on the front of the amplifier in a clockwise direction. To reduce the volume, turn the control in the opposite, anticlockwise direction.

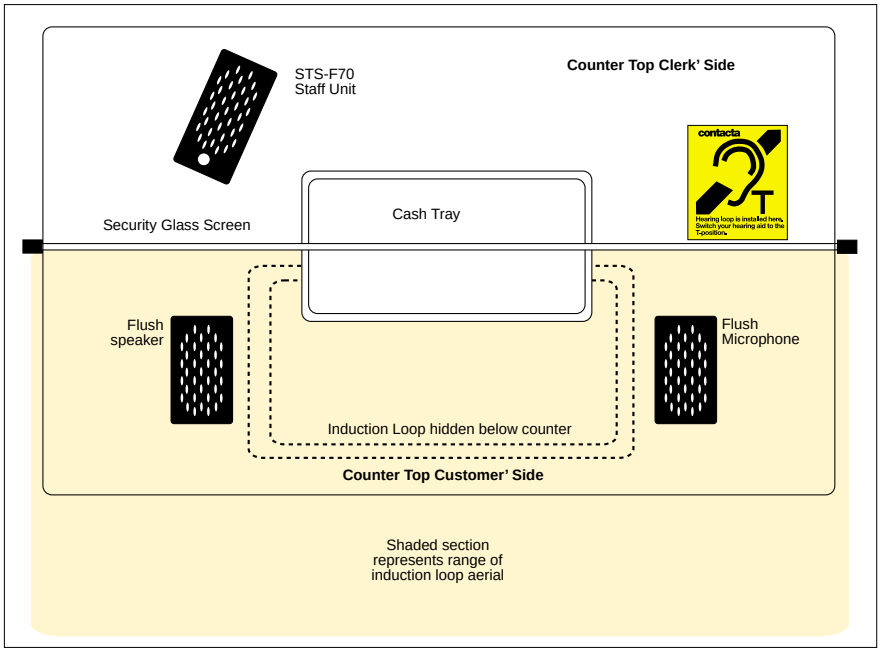
- To increase the volume of the speech level for the customer, turn the rotary control marked “CUSTOMER” on the front of the amplifier in a clockwise direction. To reduce the volume, turn the control in the opposite, anticlockwise direction.

- If a Staff Unit has been fitted, this will have a “Microphone Mute“ facility button. When activated, the latter will not transmit any sound from the Staff side. This may be used for privacy purposes.

- Some SecuriCom systems are supplied with an Induction Loop facility for the benefit of customers who wear hearing aids. To take advantage of this facility, the hearing aid user should switch their device to the “T” position. A sign supplied with the system will inform the hearing aid user that the facility is available. It is therefore important that this sign is displayed in a prominent position.

- To turn the SecuriCom system “OFF”, release the black push-button on the front of the amplifier.

Optional Hearing Aid Induction Loop



Suggested text for notice displayed to customers

To meet obligations under the 1995 Disability Discrimination Act, an Induction Loop System has been installed in this area for the benefit of Hearing Aid Users. To use this facility, customers should switch their Hearing Aids to the 'T' Position. Background noise will be less obtrusive and customers will hear the member of staff more clearly.

Instructions for Use

- **The System is 'ON' at all times.**
- **Staff's voice is picked up by the Staff Unit on the staff side.**
- **Customers will receive the maximum signal from the induction loop provided they are within the shaded area shown above.**
- **Confirmation that a System is installed is displayed by an Induction Loop Sign.**

NOTE: THE SOUND LEVEL WILL HAVE BEEN 'SET' FOR THE AVERAGE CUSTOMER. VOLUME CAN BE ADJUSTED BY THE HEARING AID USER'S OWN VOLUME CONTROL.

contacta

Contacta Q-Control

Contacta Q-Control system in use at Tottenham Hotspur's Ticket Office

Q-Control from Contacta is a sophisticated queue management system for up to 16 staff positions. It communicates visually and audibly with your customers, directing them to the next available position in an orderly manner with no confusion. As a result, quality of service is improved and staff can concentrate solely on their immediate customer's requirements. Q-Control is particularly effective where financial and confidential matters are being dealt with.

Research has indicated that customers are happier and more relaxed with an efficient queue management system. It's fairer because they can be served in the correct order, there's no jostling and the next customer is not 'breathing down their neck', – a safety factor that is particularly appreciated when money is changing hands.

At the centre of the system, and usually located in a prominent position at the head of the queue, is the Main Display Board. This provides audible and visual information concerning the queue direction. The visual information is shown on three LED panels. The Central Control Module contains all central system circuitry and is linked to the other system components by the system cable network.

Each staff position is identified by an LED display denoting the counter position number. In addition each member of the staff has a switch which can be depressed when the position becomes free.

The Q-Control system interfaces with other Contacta equipment such as the SecuriCom Speech Transfer System and InfoLoop Induction Loop system to provide the optimum in customer care at service and cashier positions.

Contacta InfoLoop
Hearing Aid Induction Loop Systems

The InfoLoop Induction Loop System from Contacta is a loop based voice amplification system to assist customers who use hearing aids. By simply switching their aid over to the "T" or "Telecoil" position, their aid reduces air transmitted sound signals and receives speech via the Induction Loop and the Telecoil located within the hearing aid. InfoLoop gives clear hearing and understanding for those with hearing disabilities. It is designed for ticket offices, bank and building society counters, bureaux de change and interview and meeting rooms. InfoLoop is the perfect answer for high background noise areas where confidential discussions take place or when clear speech is restricted by glass security screens; traditionally "difficult" areas for hearing aid users.

Each system is controlled and powered individually and operates on a stand-alone basis

The system essentially comprises a microphone, an amplifier which drives the induction loop and a power supply unit. Various types of microphones and loop aerials are available to meet the precise, acoustic and logistic needs of each location.

In addition, a portable, self powered Induction Loop System is available for more flexible use.

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L I M I T E D

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